



Welcome  
to Ergon  
Energy Retail

A guide to managing your electricity



RETAIL



# We're here to provide you with *great service* and support your retail electricity needs.

## As your electricity retailer, we're ready to help you:

- Manage your account online with MyAccount
- Receive and pay your bills the way you prefer
- Provide advice to help you manage your energy use
- Choose the right tariffs to suit your household needs
- Donate to the Royal Flying Doctor Service
- Access any rebates or support programs that you may be eligible for
- Update your contact details.

For more information on how we can help you manage your account and ways to better manage your electricity use, visit our website at [ergon.com.au/residential](https://ergon.com.au/residential)

# Our service *promises* to you.

## **We'll put you, our customer, first.**

We believe in making it as convenient as possible to contact us in ways that suit you. We'll listen and respond to your needs and concerns, be courteous, friendly, and professional, respect your privacy and use plain language in all our communications with you.

## **We'll deliver simple electricity accounts and flexible payment options.**

We've set out your billing information in clearly labelled sections, so you can easily see your account details, your usage information, the amount to pay and when it's due.

You have the flexibility to pay your electricity bill weekly, fortnightly, monthly or quarterly with your choice of payment method. And if you're having difficulty paying your electricity bill, we're here to help.

## **We'll provide expert advice.**

We're committed to helping you understand your energy use with advice on choosing the right products for your home and ways to use them more efficiently. We can also help you compare your tariff options.

## **We'll listen to your feedback.**

Please let us know if you have any feedback relating to our service, products, staff or complaints process. We welcome your feedback to better understand your needs and priorities and improve the way we serve you. Our feedback form is available online at [ergon.com.au/feedback](https://ergon.com.au/feedback)

If you have contacted us and believe that we have been unable to fully address your query, you may wish to access a free, fair and independent dispute resolution service operated by the Energy and Water Ombudsman Queensland by calling **1800 662 837**.

# Rights and obligations.

## The contract between us

The relationship you have with us comes with certain responsibilities and obligations on both sides, which are outlined in the Standard Retail Contract, the National Energy Retail Law and the National Energy Retail Rules.

We sell electricity to you at prices that are set by the Queensland Competition Authority and the Australian Energy Regulator.

You will have a separate contract with your electricity distributor that deals with the physical connection and/or supply of electricity to your premises.

These contracts apply without the need for you to complete or sign any documents. They begin when you open an account with us or start using electricity at your premises.

Further detail is available in the Standard Retail Contract which you can view and download at [ergon.com.au/contracts](https://ergon.com.au/contracts)



# Register for *My Account*

**Simpler, easier, better, and made for you. That's My Account.**

You've got better things to do than queue. My Account is our new online service to manage your Ergon Retail account.

Use it anytime, anywhere on your mobile, tablet or computer.

Registering is simple - do it today at [ergon.com.au/register](https://ergon.com.au/register)

**With My Account you can quickly and easily:**

- View your billing and usage
- Update your account details
- Request a payment extension
- Apply for a rebate
- Move house and more.

# Get your bill *by email*

e-Bill is the fast, convenient and secure way to get your electricity bills and other information from Ergon Retail.

We send it straight to your email inbox, attached as a PDF that looks exactly like your paper bill.

Register today at [ergon.com.au/ebill](https://ergon.com.au/ebill)

**e-Bill is a great way to receive and manage your bills:**

## **1. It's fast**

No more waiting for the snail mail!

## **2. It's convenient**

Receive and check your bill whenever and wherever you are.

## **3. It's secure**

Save and store your bills electronically.

## **4. It's paperless**

Better for you and the environment.

# Access to your *meter*

You may not know this, but you need to provide safe and convenient access to your electricity meter at all reasonable times. This is essential for us to check and maintain your meter, even if you have a digital meter that is read remotely.

If your meter is read manually, we let you know the approximate date of your next reading on your electricity bill.

For more information or to help identify options available to you, call us on **13 10 46** or visit [ergon.com.au/access](https://ergon.com.au/access)

## You can help us access your meter by:

### 1. Keeping dogs away from the meter

Meter readers cannot take risks when it comes to safety.

### 2. Using an authorised lock

Keep your property secure while still providing access for our meter readers.

### 3. Moving your meter box

Put your meter box where it can be easily accessed.

# Authorise access to your *account*

## Authorised representatives

As a residential account holder, you can authorise another person or business to receive information and manage your account on your behalf.

Authorised representatives can receive information about your account and complete most types of transactions.

## Third party authorities

Other types of third parties that can receive information and manage accounts on your behalf include:

- Power of Attorney
- Enduring Power of Attorney
- Queensland Civil Administration Tribunal.

Depending on the type of authority, there may be no limitations to act on the account holder's behalf.

Find out more online at [ergon.com.au/residential](https://ergon.com.au/residential)

# We're here to *help*

We understand that sometimes it's hard to pay for everyday essentials like electricity. But we also know you can't live without it, so we'd like to help if we can.

We can review your payment options and check your eligibility for government rebates, concessions or support programs.

## Drought Relief

If you're a farmer living in a drought affected area, we may be able to help. We offer drought relief in the form of waived charges and deferred payments.

You can apply to us for drought relief if you:

- Are an Ergon Retail account holder
- Are a farmer of a property that has been individually drought declared or is within a drought declared area
- Have no water or severely restricted access to water for pumping
- Complete and submit a Drought Relief application form.

A declaration of drought must be made under a Queensland Government administrative process. For more information about drought declarations, visit the Department of Agriculture and Fisheries website.

Find out more online at [ergon.com.au/droughtrelief](http://ergon.com.au/droughtrelief)

If you need help completing your application form, please call us on **1800 185 750** from 8am to 4.30pm, Monday to Friday.

## Life Support

If you or someone at your property requires the use of life support equipment, you could be eligible for our Life Support program.

You may qualify if you use the following equipment types:

- Oxygen concentrators
- Intermittent peritoneal dialysis machines
- Kidney dialysis machines
- Chronic positive airways pressure respirators
- Crigler najjar syndrome phototherapy equipment
- Ventilators for life support
- Any other equipment a registered medical practitioner certifies is required for life support.

If you're not sure if a medical condition would qualify, please ask your doctor or health care provider.

To apply, call us on **13 10 46** to request an application form and we'll post or email one out to you.



## Queensland Government Electricity Rebate

We offer an electricity rebate for customers on behalf of the Queensland Government, to assist with the cost of electricity.

The rebate is available for eligible pensioners, seniors, health care card holders and asylum seekers. It's applied as a daily amount, which is then paid to you in instalments through your electricity bill. The exact amount of the rebate paid on each bill will depend on the number of days in each billing period.

Apply for the rebate or update your details online via My Account at [ergon.com.au/myaccount](https://ergon.com.au/myaccount)

## Customer Assist

If you're struggling to pay your bill, you may be eligible for our Customer Assist program. On this program, we'll:

- help you work out what you can afford to pay, based on your current financial situation and future energy needs
- work with you to develop a personalised payment plan that outlines regular payments and what you'll need to do to stay in the program
- help you reduce your electricity usage
- let you know if you're eligible for any government rebates, concessions, grants and services
- suggest where you can get further financial assistance.

To find out more visit [ergon.com.au/supportprograms](https://ergon.com.au/supportprograms)

## Home Energy Emergency Assistance Scheme

The Home Energy Emergency Assistance Scheme (HEEAS) helps customers experiencing problems paying their energy bills as a result of an unforeseen emergency or short-term financial crisis in the past 12 months.

This Queensland Government assistance is offered as a one-off emergency payment in any two year period.

To be eligible you must be responsible for paying for your electricity and have experienced a substantial decrease in your household income or high unexpected expenses.

You must also meet at least one of the following conditions:

- Hold a current concession card (Health Care Card, Pensioner Card, DVA Gold Card)
- Live in a low-income household, with an income less than the Australian Government's maximum income rate for part-age pensioners
- Be part of our Customer Assist program or have an active payment plan to manage your outstanding bill payments.

To apply, call us on **13 10 46** to request an application form and we'll post or email one out to you.

# Donate to the Royal *Flying* Doctor Service

We've been a proud partner of the Royal Flying Doctor Service (RFDS) in Queensland since 2000.

During that time, our customers and employees have donated more than \$14 million to help improve emergency and routine medical care facilities throughout the state.

Around 140,000 customers and employees regularly donate through their electricity bills to help support the RFDS.

Every cent of your donation is passed on to the RFDS to assist in their aircraft replacement program and updating crucial medical equipment.

If you would like to show your support, you can register via My Account at [ergon.com.au/myaccount](https://ergon.com.au/myaccount)

Donations are prorated based on the number of days your bills cover, so the amount you pay each month or quarter may vary by a few cents. It's completely voluntary, so you can change or cancel your arrangement anytime.



**RFDS Pilot Geoff Cobden and Flight Nurse Michelle Ball with the B200 King Air named COOEE, launched to help celebrate the millions of dollars donated by Ergon Energy Retail customers.**

# Easy ways to pay

You can choose from a range of convenient ways to pay your Ergon Energy Retail bill. Please let us know if you need help to pay your bills on time.

## Online with credit card

Pay online using Mastercard or Visa via our BPOINT portal at [ergon.com.au/bpoint](https://ergon.com.au/bpoint). BPOINT is convenient and secure, supported by the Commonwealth Bank and available 24/7.

## Direct Debit

Choose to pay weekly, fortnightly, monthly or on the due date, with payments transferred from your nominated bank account or credit card automatically.

You can easily setup or change your Direct Debit arrangements via My Account at [ergon.com.au/myaccount](https://ergon.com.au/myaccount).

## BPAY®

Pay your electricity bill any time of the day or night from your bank account, using your internet or phone banking. For more information, visit [bpay.com.au](https://bpay.com.au).

## CentrePay

Arrange for payments to be made directly from your Centrelink allocation. Call us on **13 10 46** to set up this free service.

## Electronic Funds Transfer (EFT)

Transfer money directly from your bank account to ours. To arrange an EFT, please call us on **1300 135 210**.

## By phone with credit card

Call us on **1300 363 214** and have your credit card and bill ready. We accept Mastercard and Visa for payments between \$20 and \$10,000.

## Cheque/money order by mail

Tear off the bottom portion of your electricity bill and mail it to us with your cheque or Australia Post money order. Please include the bottom portion of each bill if you're paying multiple bills with one cheque or Australia Post money order. Cheques may take three to seven days to clear.

## Pay in person

Visit your local Australia Post outlet to pay over the counter.

# Contact us

## Ergon Energy Retail

### Customer service

**13 10 46**

7am - 6:30pm, Mon to Fri

**[ergon.com.au/contact](http://ergon.com.au/contact)**

Ergon Energy Queensland Pty Ltd - ABN 11 121 177 802



**RETAIL**

Updated: 1 July 2019